

Library and Knowledge Service Annual Report 2017 – 2018 Summary

The full report can be accessed from the library webpage <http://www.bfwh.nhs.uk/our-services/hospital-services/library>

Library and knowledge services are at the heart of providing access to evidence and information to support innovation and knowledge sharing. NHS England, in its policy for library and knowledge services, sets out the vital importance of having access to, and the ability to use and understand, information of all kinds to be able to provide effective care. This report highlights the impact of library and knowledge services on patient care and service improvement and demonstrates the quality of information and knowledge services being delivered to our staff and students for personal and professional development.

People Centred

Creating a culture of learning to support research and innovation

"What a good selection of good quality question books!" (Trainee doctor)

- We support knowledge sharing by providing tailored evidence summaries to individuals and multi-disciplinary teams.
- We have 2669 registered library users and we introduced library and information handling skills to 844 members of staff in 2017-18.

Excellence

100% quality score

"Great! The library has the best selection of revision books for medical students, better than the university library!" (Medical Student)

- The library submits annual statistical information and a Library Quality Assurance Framework (LQAF) report. The latest quality score is 100% (an increase from 97% in 2015-16).
- We continually monitor our services and resources to provide excellence and value to create a great place to work and study.

Compassion

Supporting staff and students through stressful times with knowledge, information and understanding

"The environment was very conducive to study. The staff are extremely helpful and informative"

- 24 hour access to resources and study areas, including quiet study rooms, provide a supportive learning environment for those who are studying or need a quiet place to work.
- Students spend many hours in the library and our dedicated and skilled team give them a professional as well as a friendly and personal service, encouraging them to achieve their best.

Positive

Providing information to help change practice

"Thank you for continuing to send through this scientific material. I do read them and appreciate your efforts."

- Over 300 literature reviews have been carried out during the year to support a variety of clinical and strategic changes – for example patient safety initiatives and service improvement programmes. This demonstrates the Trust's commitment to providing evidence based, high quality, safe and effective care.
- We deliver regular knowledge alerts to over 350 individuals and many teams, who use the information to keep up to date in their specialist areas.

IMPACT OF LIBRARY SERVICES

Although the library is traditionally seen as a resource for staff development and education it is also a resource to be used for innovation and clinical improvement. Much of the work of the library can have a significant impact on clinical services and below are examples of this.

Impact of Literature Searches

Examples of our literature searches that have led to a change in practice, which is likely to lead to cost savings and / or improvements to services:



Fast facts

	2013-14	2014-15	2015-16	2016-17	2017-18
Registered library users	1993	2223	2672	2373	2669
Book loans	13683	12187	10017	8763	8176
Research articles supplied	309	364	419	349	335
Use of online resources (via Athens)	5765	6828	10104	10679	8280
UpToDate	18299	18519	18635	22442	23841
Literature Searches	349	398	356	353	306
Information skills management (no of trainees)	226	614	667	830	844
Enquiries	2944	3234	2964	3116	2683

Library and Knowledge Service Objectives 2018-19

Raise awareness of library and knowledge services

- Make more use of our social media platforms - twitter and facebook, in collaboration with the Medical Education Department to raise the profile of Blackpool as a superior Teaching Hospital

Provide quick and easy access to evidence

- In the context of the new Integrated Care Partnership we will ensure the evidence base is streamlined, accessible and present in decision making as we move forwards into the future

Improve Quality

- We will continue to discover ways to maintain and improve the quality of the library and knowledge services we provide - thereby maintaining our high quality score